



March 22, 2017

Operational Support Team Update



OST Policy Training

- **The following policy trainings have been/will be developed and posted on the NC FAST Learning Gateway effective March, 2017:**
 - **FNS 290 – Controlled Substance Felons**
 - **FNS 260 – Whose Income is Counted**
 - **FNS 225 – US Citizenship and Alien Status**
 - **FNS 115 – Electronic Benefit Transfer (EBT)**
 - **FNS 610 – Inactive Electronic Benefit Transfer (EBT) Account Report**
 - **FNS 625 – Commodities**
 - **FNS 705 – Fair Hearings**
 - **FNS 800 – Referrals**
 - **FNS 805 – Requirements to Establish Recipient Claims**
- **Several Medicaid trainings have been developed and will be posted to the Learning Gateway within the coming months.**
- **Additional Work First Modules forthcoming**
- **Recommendations for Training Modules and Feedback to OST Managers**
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SNAP Collaborative **County Partners Experience**

❖ **Union County DSS** – 100% FNS Recertification Processing Timeliness!!

- **PDSA #1: Same Day Recertification Processing**
- **PDSA #2: Tackling Mail-In Recertifications**

❖ **Davidson County DSS** – Focus on how to measure performance, setting expectations and benchmarks utilizing the “Pull” method

